

THE OFFICE OF REGULATORY STAFF

DIRECT TESTIMONY

OF

CHAD CAMPBELL

MARCH 25, 2013



DOCKET NO. 2013-71-WS

**COMPLAINT FILED BY MR. KEN BOZEMAN, OWNER,
B2 HOLDINGS, LLC AGAINST CAROLINA WATER
SERVICE, INC.**

TESTIMONY OF CHAD CAMPBELL

FOR

THE OFFICE OF REGULATORY STAFF

DOCKET NO. 2013-71-WS

**IN RE: COMPLAINT FILED BY MR. KEN BOZEMAN, OWNER, B2
HOLDINGS, LLC AGAINST CAROLINA WATER SERVICE, INC.**

**Q. PLEASE STATE YOUR NAME, BUSINESS ADDRESS AND
OCCUPATION.**

A. My name is Chad Campbell. My business address is 1401 Main Street,
Suite 900, Columbia, South Carolina 29201. I am employed by the State of South
Carolina as an Investigator in the Consumer Services Department for the Office of
Regulatory Staff ("ORS").

**Q. PLEASE STATE YOUR EDUCATIONAL BACKGROUND AND
EXPERIENCE.**

A. I have a Bachelor's Degree from the University of South Carolina. I have
been an Investigator in the ORS's Consumer Services Department since 2004.
Prior to 2004, I was employed by the Public Service Commission of South
Carolina ("PSC") as an Investigator in Consumer Services from 1999 to 2004.

**Q. WHAT ARE YOUR DUTIES AS AN INVESTIGATOR WITH THE
OFFICE OF REGULATORY STAFF'S CONSUMER SERVICES
DEPARTMENT?**

A. I investigate consumer complaints and inquiries and mediate escalated
consumer complaints. I report complaint and inquiry investigation activities and

1 coordinate meetings with ORS Staff to discuss emerging complaint issues.
2 Furthermore, I conduct utility customer relations compliance reviews and
3 coordinate on-site inspections and tests of the utilities' facilities.

4 **Q. WHAT IS THE PURPOSE OF YOUR TESTIMONY IN THIS**
5 **PROCEEDING?**

6 A. The purpose of my testimony is to provide ORS findings related to the
7 ORS investigation of the consumer complaint for B2 Holdings, LLC.

8 **Q. PLEASE SUMMARIZE BRIEFLY THE COMPLAINT ORS RECEIVED**
9 **FROM KEN BOZEMAN OF B2 HOLDINGS, LLC AGAINST CAROLINA**
10 **WATER SERVICE, INC.**

11 A. ORS was initially contacted on January 9, 2013, by Mr. Ken Bozeman
12 owner of B2 Holdings, LLC regarding an adjustment Carolina Water Service, Inc.
13 ("CWS or Company") made to the number of Single Family Equivalents
14 ("SFE's") billed to the wastewater portion of the B2 Holdings, LLC accounts
15 located in Lake Wylie, South Carolina. According to Mr. Bozeman, CWS
16 adjusted the SFE's for the location from one (1) to three (3). Mr. Bozeman
17 expressed to ORS that in his opinion, CWS should base the wastewater billing on
18 the amount of water used at the service location.

19 **Q. WHAT ACTIONS DID ORS TAKE AFTER RECEIVING MR.**
20 **BOZEMAN'S COMPLAINT?**

21 A. It is ORS' practice to contact the utility regarding the consumer complaint
22 and request a response from the utility. I contacted CWS and requested a
23 response to Mr. Bozeman's complaint regarding the adjustment in SFE's billed to

1 his account. I requested copies of CWS billing records for the account. ORS
2 received a written response via email from Ms. Elise Christian, a customer
3 relations specialist with the Company, on January 16, 2013. (Exhibit WCC-1)

4 **Q. DID CWS PROVIDE ORS WITH ADDITIONAL INFORMATION**
5 **REGARDING THE B2 HOLDINGS, LLC ACCOUNTS LOCATED AT**
6 **4543 CHARLOTTE HIGHWAY AND 21 PLANTATION SQUARE IN**
7 **LAKE WYLIE?**

8 A. Yes, ORS received additional correspondence from CWS on January 24,
9 2013. (Exhibit WCC-2)

10 **Q. DID ORS CONDUCT AN ON-SITE INSPECTION OF THE PREMISES**
11 **RELATED TO THE B2 HOLDINGS, LLC COMPLAINT?**

12 A. Yes, Willie Morgan, ORS Water and Wastewater Program Manager and I
13 conducted an on-site inspection in Lake Wylie, South Carolina on March 7, 2013
14 of the multi-unit premises at 4543 Charlotte Highway, 4947 Charlotte Highway,
15 and 21 Plantation Square. ORS Staff was joined by the complainant, Mr. Ken
16 Bozeman, and CWS employee, Mr. Mac Mitchell.

17 **Q. WHAT DID ORS OBSERVE AT THE B2 HOLDINGS, LLC PREMISES?**

18 A. ORS observed three (3) multi-unit buildings. The premises at 4947
19 Charlotte Highway and 21 Plantation Square each currently contain one (1) active
20 commercial tenant. The premise at 4543 Charlotte Highway currently contains
21 five (5) active commercial tenants.

22 **Q. BASED ON THE ON-SITE INSPECTION CONDUCTED BY ORS, IS THE**
23 **ADJUSTMENT TO B2 HOLDINGS, LLC ACCOUNTS ACCURATE?**

1 A. No, not for two of the three B2 Holdings, LLC account premises. SFE's
2 are calculated based on DHEC Regulation 61-67, Appendix A. (*Unit Contributory*
3 *Loadings to All Domestic Wastewater Treatment Facilities*). (Exhibit WCC-3)
4 ORS reviewed the B2 Holdings, LLC accounts located at 4543 Charlotte
5 Highway and 4947 Charlotte Highway and found the SFE calculation made by
6 CWS for those two premises to be inaccurate. The SFE calculation made by
7 CWS for the B2 Holdings, LLC account located at 21 Plantation Square is
8 accurate.

9 **Q. PLEASE EXPLAIN THE ORS CALCULATIONS CONTAINED IN**
10 **EXHIBIT WCC-4.**

11 A. ORS prepared Exhibit 4 to summarize the ORS's SFE calculations for
12 each B2 Holdings, LLC premise. The premise at 4947 Charlotte Highway
13 currently contains one (1) active commercial tenant (Lake Wylie Title Loans)
14 with one (1) employee. Vacant commercial space in the premise at 4947 Charlotte
15 Highway indicates a potential restaurant under renovation; however, the
16 restaurant is not open or operating in any capacity. CWS calculated the
17 wastewater collection charge as three (3) SFE's or \$80.19 per month. It is the
18 position of ORS that the wastewater collection charge for this premise be
19 calculated as one (1) SFE, or \$26.73 per month based on the current occupancy.
20 CWS should credit B2 Holdings, LLC for the amount overcharged due to the
21 error in the SFE calculation.

22 The premise at 4543 Charlotte Highway currently contains five (5) active
23 commercial tenants. CWS calculated the wastewater collection charge as three

1 (3) SFE's or \$80.19 per month. It is the position of ORS that the wastewater
2 collection charge for this premise be calculated as 2.2625 SFE's or \$60.48 per
3 month. CWS should credit B2 Holdings, LLC for the amount overcharged due to
4 the error in SFE calculation.

5 **Q. DID ORS ATTEMPT TO RESOLVE THIS COMPLAINT THROUGH**
6 **MEDIATION?**

7 A. Yes, ORS offered to conduct mediation with CWS and Mr. Ken
8 Bozeman. Mediation with the parties was conducted by ORS on March 20, 2013.
9 The mediation was unsuccessful.

10 **Q. DOES THIS CONCLUDE YOUR TESTIMONY?**

11 A. Yes, it does.

Campbell, Chad

From: Elise Christian [ESChristian@uiwater.com]
Sent: Wednesday, January 16, 2013 2:58 PM
To: Campbell, Chad
Cc: Steve Lubertozi; Sharpe, April; Patrick Flynn; Karen Sasic; Kirby, Brad; Mac Mitchell
Subject: RE: New CWS Complaint (Ken Bozeman/B-2 Holdings) ORS File Number: 2013-W-77

Dear Mr. Campbell:

This correspondence is in reference to Mr. Ken Bozeman's complaint concerning bills issued for service at 4947 Charlotte Highway, Lake Wylie, S.C.

Mr. Bozeman indicated in his complaint that the wastewater collection charge has increased since his bill dated September 30, 2012. Service was started at 4947 Charlotte Hwy on September 19, 2012. That service was started with one SFE. Since the start of service, it has been determined that more than one SFE is being used for this address. At the present time, this service is being billed for 3 SFE's at \$26.73 each.

Mr. Bozeman has three properties in The Plantation Square area. They are 4947 Charlotte Highway, 4543 Charlotte Highway and 21 Plantation Square. These properties are being reviewed for the proper SFE's used.

CWS staff has been in contact with Mr. Bozeman and has requested additional information concerning the purposed use for each building and its tenants/owner. Once this systematic check has been completed by CWS and the information is received, the three accounts will be reviewed and the proper SFE's for the wastewater will be billed. It is possible that the information obtained concerning the SFE's will increase the wastewater collection fees on the accounts. At the present time, there will not be any adjustment for the three SFE'S billed at 4947 Charlotte Highway until the investigation has been completed and the requested information has been received from Mr. Bozeman. If the investigation and information received indicate that an adjustment credit is due for the SFE's billed, it will be completed at that time. Your office will be updated with the Utility's findings and billing for these services after the requested information has been received from Mr. Bozeman.

Please contact our office if additional information is required.



Respectfully,

Elise S Christian
Customer Relation Specialist
Phone: 1-800-272-1919
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

From: Campbell, Chad [<mailto:ccampbe@regstaff.sc.gov>]
Sent: Wednesday, January 09, 2013 4:19 PM
To: Elise Christian
Cc: Steve Lubertozi; Sharpe, April; Patrick Flynn; Karen Sasic; Kirby, Brad; Morgan, Willie
Subject: New CWS Complaint (Ken Bozeman/B-2 Holdings)

This correspondence is sent pursuant to the duties and responsibilities of the Office of Regulatory Staff ("ORS") to investigate complaints and inquiries affecting the public interest as set forth in S.C. Code Ann. § 58-4-50 (2004 S.C. Act

175). The ORS has received a complaint from Ken Bozeman/B-2 Holdings, 4547 Charlotte Highway in Lake Wylie South Carolina.

The ORS requests Utilities Inc.'s assistance to investigate and respond to the consumer's concerns regarding an increase in his sewer charges for one of his commercial accounts

Please provide a response to the ORS on or before January 16, 2013

If you have any questions, please contact me at 803-737-5194.

Thank You
Chad Campbell
Office of Regulatory Staff
1401 Main Street, Suite 900
Columbia, SC 29201
803.737.5194 Phone
1.800.922.1594 ext.75194
803.737.4750 Fax
ccampbe@regstaff.sc.gov



Campbell, Chad

From: Elise Christian [ESChristian@uiwater.com]
Sent: Thursday, January 24, 2013 5:48 PM
To: Campbell, Chad
Cc: Steve Lubertozzi; Sharpe, April; Patrick Flynn; Karen Sasic; Kirby, Brad; Mac Mitchell
Subject: RE: New CWS Complaint (Ken Bozeman/B-2 Holdings) ORS File Number: 2013-W-77

Dear Mr. Campbell:

This correspondence is a follow-up to Mr. Ken Bozeman/B-2 Holdings complaint. Mr. Bozeman has provided the requested information concerning the number of occupancies and the types for his buildings located at Plantation Square, Lake Wylie, SC.

Mr. Bozeman has three accounts at this address. The billing for each is as follows:

Account # [REDACTED] - 4947 Charlotte Hwy - is billed for 3 SFE's and is correct. There will not be any change in the billing for SFE's for the wastewater collection fee on this account.
Account # [REDACTED] - 21 Plantation Square - is billed for 1 SFE and is correct. There will not be any change in the billing for SFE's for the wastewater collection fee on this account.
Account # [REDACTED] - 4543 Charlotte Hwy - is billed for 1 SFE and is incorrect. There will be a change in the billing for SFE's to a total of 3 SFE's for the wastewater collection fee on this account. The new charges will be added to this account effective with the bill issued around the end of January, 2013.

Mr. Bozeman will be notified by our Staff concerning the changes. He will also be informed that it is necessary for him to notify us if his tenants change. He has been informed that his account will be reevaluated when the restaurant opens under account number [REDACTED].

Please contact our office if additional information is required.

Elise

From: Elise Christian
Sent: Wednesday, January 16, 2013 2:58 PM
To: 'Campbell, Chad'
Cc: Steve Lubertozzi; 'Sharpe, April'; Patrick Flynn; Karen Sasic; 'Kirby, Brad'; Mac Mitchell
Subject: RE: New CWS Complaint (Ken Bozeman/B-2 Holdings) ORS File Number: 2013-W-77

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Mr. Bozeman has three properties in The Plantation Square area. They are 4947 Charlotte Highway, 4543 Charlotte Highway and 21 Plantation Square. These properties are being reviewed for the proper SFE's used.

CWS staff has been in contact with Mr. Bozeman and has requested additional information concerning the purposed use for each building and its tenants/owner. Once this systematic check has been completed by CWS and the information is received, the three accounts will be reviewed and the proper SFE's for the wastewater will be billed. It is possible that the information obtained concerning the SFE's will increase the wastewater collection fees on the accounts. At the present time, there will not be any adjustment for the three SFE'S billed at 4947 Charlotte Highway until the investigation has been completed and the requested information has been received from Mr. Bozeman. If the investigation and information received indicate that an adjustment credit is due for the SFE's billed, it will be completed at that time. Your office will be updated with the Utility's findings and billing for these services after the requested information has been received from Mr. Bozeman.

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Respectfully,

Elise S Christian
Customer Relation Specialist
Phone: 1-800-272-1919
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Sent: Wednesday, January 09, 2013 4:19 PM
To: Elise Christian
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Subject: New CWS Complaint (Ken Bozeman/B-2 Holdings)

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If you have any questions, please contact me at 803-737-5194.

Thank You
Chad Campbell
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61-67, Appendix A

Unit Contributory Loadings to All Domestic Wastewater Treatment Facilities	
Type of Establishment	Hydraulic Loading (GPD)
A. AIRPORT: 1. Per Employee 2. Per Passenger	10 5
B. APARTMENTS, CONDOMINIUMS, PATIO HOMES: 1. Three (3) Bedrooms (Per Unit) 2. Two (2) Bedrooms (Per Unit) 3. One (1) Bedroom (Per Unit)	400 300 200
C. ASSEMBLY HALLS: (Per Seat)	5
D. BARBER SHOP: 1. Per Employee 2. Per Chair	10 100
E. BARS, TAVERNS: 1. Per Employee 2. Per Seat, Excluding Restaurant	10 40
F. BEAUTY SHOP: 1. Per Employee 2. Per Chair	10 125
G. BOARDING HOUSE, DORMITORY: (Per Resident)	50
H. BOWLING ALLEY: 1. Per Employee 2. Per Lane, No Restaurant, Bar or Lounge	10 125
I. CAMPS: 1. Resort, Luxury (Per Person) 2. Summer (Per Person) 3. Day, with Central Bathhouse (Per Person) 4. Travel Trailer (Per Site)	100 50 35 175
J. CAR WASH: (Per Car Washed)	75
K. CHURCHES: (Per Seat)	3
L. CLINICS, DOCTOR'S OFFICE: 1. Per Employee 2. Per Patient	15 5
M. COUNTRY CLUB, FITNESS CENTER, SPA: (Per Member)	50

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N.	DENTIST OFFICE:	
	1. Per Employee	15
	2. Per Chair	8
	3. Per Suction Unit; Standard Unit	370
	4. Per Suction Unit; Recycling Unit	95
	5. Per Suction Unit; Air Generated Unit	0
O.	FACTORIES, INDUSTRIES:	
	1. Per Employee	25
	2. Per Employee, with Showers	35
	3. Per Employee, with Kitchen	40
	4. Per Employee, with Showers and Kitchen	45
P.	FAIRGROUNDS: (Average Attendance, Per Person)	5
Q.	GROCERY STORES: (Per one thousand (1,000) Square Feet, No Restaurant)	200
R.	HOSPITALS:	
	1. Per Resident Staff	100
	2. Per Bed	200
S.	HOTELS: (Per Bedroom, No Restaurant)	100
T.	INSTITUTIONS: (Per Resident)	100
U.	LAUNDRIES: (Self Service, Per Machine)	400
V.	MARINAS: (Per Slip)	30
W.	MOBILE HOMES: (Per Unit)	300
X.	MOTELS: (Per Unit, No Restaurant)	100
Y.	NURSING HOMES:	
	1. Per Bed	100
	2. Per Bed, with Laundry	150
Z.	OFFICES, SMALL STORES, BUSINESS, ADMINISTRATION BUILDINGS: (Per Person, No Restaurant)	25
AA.	PICNIC PARKS: (Average Attendance, Per Person)	10
BB.	PRISON/JAIL:	
	1. Per Employee	15
	2. Per Inmate	125
CC.	RESIDENCES: (Per House, Unit)	400
DD.	REST AREAS, WELCOME CENTERS:	
	1. Per Person	5
	2. Per Person, with Showers	10
EE.	REST HOMES:	
	1. Per Bed	100
	2. Per Bed, with Laundry	150

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FF. RESTAURANTS:	
1. Fast Food Type, Not Twenty Four (24) Hours (Per Seat)	40
2. Twenty Four (24) Hour Restaurant (Per Seat)	70
3. Drive-In (Per Car Served)	40
4. Vending Machine, Walk-up Deli (Per Person)	40
GG. SCHOOLS, DAY CARE:	
1. Per Person	10
2. Per Person, with Cafeteria	15
3. Per Person, with Cafeteria, Gym and Showers	20
HH. SERVICE STATIONS:	
1. Per Employee	10
2. Per Car Served	10
3. Car Wash (Per Car Washed)	75
II. SHOPPING CENTERS, LARGE DEPARTMENT STORES, MALLS: (Per one thousand (1,000) Square Feet, No Restaurant)	
	200
JJ. STADIUMS, COLISEUMS: (Per Seat, No Restaurant)	
	5
KK. SWIMMING POOLS: (Per Person, with Sewer Facilities and Showers)	
	10
LL. THEATERS: Indoor (Per Seat), Drive In (Per Stall)	
	5

Docket No. 2013-71-WS Bozeman v. CWS
 ORS Calculation of Wastewater Collection Charge Bill Component
 March 15, 2013

Account Name: **B2 Holdings LLC**
 Address: 21 Plantation Square, Lake Wylie SC
 # of CWS
 Connections at
 Address: 1

Dance Studio - Units 20 and 21

DHEC Loading Guideline	Location Information		Loading GPD	Total GPD
Z.	No. of Employees	1	25	25

TOTAL LOADING 25 GPD
1 SFE = 400 GPD

ORS Calculated SFE 0.0625
Minimum SFE based on CWS Approved Tariff 1
TOTAL SFE Billed to Customer 1

Current Rate \$26.73 per SFE
Customer Bill (Wastewater Collection Charge) \$26.73 per month

* SFE - Single Family Equivalent

Docket No. 2013-71-WS Bozeman v. CWS
 ORS Calculation of Wastewater Collection Charge Bill Component
 March 15, 2013

Account Name: **B2 Holdings LLC**
 Address: 4947 Charlotte Hwy, Lake Wylie
 # of CWS
 Connections at
 Address: 1

Vacant - Unit 1 (restaurant under construction)				
DHEC Loading Guideline	Location Information		Loading GPD	Total GPD
FF.	No. of Seat	0	40	0
	No. of Vehicles served	0	40	0
TOTAL LOADING				0
1 SFE =				400
ORS Calculated SFE				0

Title Loan - Unit 2				
DHEC Loading Guideline	Location Information		Loading GPD	Total GPD
Z.	No. of Employees	1	25	25
TOTAL LOADING				25
1 SFE =				400
ORS Calculated SFE				0.0625

PREMISE TOTAL LOADING 25
 1 SFE = 400

ORS Calculated SFE 0.0625
 Minimum SFE based on CWS Approved Tariff 1
 PREMISE TOTAL SFE Billed to Customer 1

Current Rate \$26.73 per SFE
 Customer Bill (Wastewater Collection Charge) \$26.73 per month

* SFE - Single Family Equivalent

Docket No. 2013-71-WS Bozeman v. CWS
 ORS Calculation of Wastewater Collection Charge Bill Component
 March 15, 2013

Account Name: **B2 Holdings LLC**
 Address: 4543 Charlotte Hwy, Lake Wylie
 # of CWS
 Connections at
 Address: 1

Specialty Delivery Logistics - Units 6 and 7			
DHEC Loading Guideline	Location Information	Loading GPD	Total GPD
Z.	No. of Employees 8	25	200
TOTAL LOADING			200
1 SFE =			400
ORS Calculated SFE			0.5

GPD

GPD

Monogram Fever - Units 8			
DHEC Loading Guideline	Location Information	Loading GPD	Total GPD
Z.	No. of Employees 3	25	75
TOTAL LOADING			75
1 SFE =			400
ORS Calculated SFE			0.1875

GPD

GPD

Vacant - Unit 9 (formerly Within U Beauty & Wellness Salon)			
DHEC Loading Guideline	Location Information	Loading GPD	Total GPD
E.	No. of Employees 0	10	0
	No. of Chairs 0	125	0
TOTAL LOADING			0
1 SFE =			400
ORS Calculated SFE			0

GPD

GPD

Docket No. 2013-71-WS Bozeman v. CWS
 ORS Calculation of Wastewater Collection Charge Bill Component
 March 15, 2013

Address: 4543 Charlotte Hwy, Lake Wylie

Gentlemen Cuts - Unit 10				
DHEC Loading Guideline	Location Information		Loading GPD	Total GPD
D.	No. of Employees	2	10	20
	No. of Chairs	5	100	500
TOTAL LOADING				520
1 SFE =				400
ORS Calculated SFE				1.3

GPD

GPD

Physical Therapy - Units 11 and 12				
DHEC Loading Guideline	Location Information		Loading GPD	Total GPD
L.	No. of Employees	3	15	45
	No. of Patients	3	5	15
TOTAL LOADING				60
1 SFE =				400
ORS Calculated SFE				0.15

GPD

GPD

Vacant - Unit 13				
DHEC Loading Guideline	Location Information		Loading GPD	Total GPD
D.	No. of Employees	0	10	0
	No. of Chairs	0	100	0
TOTAL LOADING				0
1 SFE =				400
ORS Calculated SFE				0

GPD

GPD

Docket No. 2013-71-WS Bozeman v. CWS
 ORS Calculation of Wastewater Collection Charge Bill Component
 March 15, 2013

Address: 4543 Charlotte Hwy, Lake Wylie

Florist - Unit 14			
DHEC Loading Guideline	Location Information	Loading GPD	Total GPD
Z.	No. of Employees 2	25	50
TOTAL LOADING			50 GPD
1 SFE =			400 GPD
ORS Calculated SFE			0.125

PREMISE TOTAL LOADING 905
1 SFE = 400

ORS Calculated SFE 2.2625
Minimum SFE based on CWS Approved Tariff 1
PREMISE TOTAL SFE Billed to Customer 2.2625

Current Rate \$26.73 per SFE
Customer Bill (Wastewater Collection Charge) \$60.48 per month

* SFE - Single Family Equivalent